

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 15 - Kings-Tulare Area Agency on Aging HICAP

From: 07/01/2009 To: 06/30/2010

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	1	4	3	7	15
Estimated Number of Attendees	25	48	85	667	825
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	4	4	5	13
Estimated Number of Attendees	0	3,590	730	2,775	7,095
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	7	7
Estimated Number of Attendees	0	0	0	575	575
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	6	2	2	10
Estimated Number of Attendees	0	245	213	77	535
Estimated Number of Persons Received Any Enrollment Assistance	0	44	11	1	56
Enrollment Assistance with Medicare Programs(s)	0	44	11	1	56
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	50,000	0	50,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	4	9	3	16
Estimated Number of Targeted Persons Reached	0	51,500	236,593	177	288,270
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
		6	2	4	
Dual Eligible with Mental Illness	0	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	1	18	5	20	44
Grievances / Appeals - Plan Issues	0	1	1	2	4
Long-Term Care / Insurance	0	0	0	2	2
Low Income Subsidy (LIS) / Application Assistance	1	15	18	19	53
Medicare (Parts A & B)	0	7	4	8	19
Medicare Advantage (Part C)	1	12	4	6	23
Medicare Fraud / Abuse	0	2	1	4	7
Medicare Prescription Drug Coverage (Part D)	1	16	7	9	33
Medigap / Medicare Supplements	0	6	3	5	14
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	0	8	8	1	17

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	0	0	0	1	1
QMB/SLMB/QI	1	12	13	8	34
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	11	11	6	28
American Indian or Naitave Alaskan	0	10	9	2	21
Asian Indian	0	0	0	0	0
Caucasian	0	15	14	14	43
Chinese	0	0	0	0	0
Disabled	0	13	16	16	45
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	1	7	10	7	25
Family Member/Caregiver of Beneficiary	0	14	15	12	41
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	13	16	16	45
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	16	17	14	47
Medicare Beneficiaries	0	16	16	14	46
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	1	7	9	3	20
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	8	5	3	16
Other Asian	0	11	11	5	27
Other Pacific Islander	0	8	11	2	21
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	14	15	10	39
Rural	0	14	15	12	41
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	25	1,986	338	1,082	3,431
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	25	15	648	724	1,412
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	1	3	4

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	138	187	373	373	1,071
Total Finalized Intakes	0	96	157	96	349
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	0	56	92	51	199
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	3	3	2	8
CHA	0	0	2	0	2
CMS/Medicare	0	11	10	5	26
Friend/Relative	0	5	9	13	27
InfoVan	0	0	0	0	0
Internet	0	0	0	1	1
Mailings	0	0	0	0	0
Media	0	1	13	3	17
Other	0	6	12	14	32
Presentations	0	7	5	3	15
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	7	11	4	22
Mode of Client Contact					
Quick Call Contacts	154	108	299	387	948
Contacts by Telephone	0	116	139	150	405
Contacts In Person at home	0	10	11	6	27
Contacts In Person at site	0	61	123	42	226
Contacts by E-Mail	0	39	85	23	147
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	154	334	657	608	1,753
Contact Status Types					
General info	0	0	0	2	2
Detailed Assistance	0	0	0	0	0
Problem Solving/Resolution	0	0	0	1	1
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	72.10	71.35	36.20	179.65
Volunteer	0.00	36.50	39.50	57.31	133.31
Paid	0.00	34.30	127.45	65.40	227.15
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	29	34	26	89
Race					
African American/Black	0	0	9	5	14

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	0	1	1
Caucasian/White	0	42	78	33	153
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	3	0	1	4
Filipino	0	1	3	1	5
Japanese	0	0	2	0	2
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	0	1	0	0	1
Other Pacific Islander	0	2	3	0	5
Other Asian	0	0	0	0	0
Two or More Race	0	3	2	3	8
Some Other race	0	32	38	17	87
Not Collected	0	12	22	35	69
Gender					
Female	0	62	91	57	210
Male	0	31	57	27	115
Not Collected	0	3	9	12	24
Monthly Income					
Less than 150% of FPL	0	35	46	23	104
Equal To/Greater than 150% of FPL	0	42	84	39	165
Not collected	0	19	27	34	80
Client Asset Limits					
Below LIS Asset limit	0	0	0	0	0
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	0	96	157	96	349

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	0	2	9	4	15
Limited English Proficient (LEP)	0	10	10	7	27
Dual Eligible	0	20	31	39	90
Medicare Status Due to Disability	0	6	24	25	55
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	0	1	1
Age					
Under 60	0	7	19	15	41
60-64	0	8	8	8	24
65-74	0	42	70	39	151
75-84	0	23	43	24	90
85+	0	9	12	5	26
Not Collected	0	7	5	5	17
Marital Status					
Married	0	51	72	40	163
Never Married	0	5	5	3	13
Separated	0	3	2	0	5
Divorced	0	7	13	11	31
Widowed	0	17	42	15	74
Domestic Partner	0	3	1	2	6
Not Collected	0	10	22	25	57
Estimated Financial Saving					
Clients with Financial Savings	0	48	84	34	166
Estimated Dollars Saved	\$0.00	\$75,685.24	\$105,983.76	\$81,496.36	\$263,165.36

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	0	22	39	32	93
Benefit Comparisons/Explanation/Coverge Changes	0	18	37	25	80
Appeals/Grievances	0	1	2	1	4
Billings/Claims	0	5	10	4	19
Fraud/Abuse	0	0	1	0	1
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	3	2	1	6
Billings/Claims	0	0	0	0	0
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	1	0	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	0	17	33	21	71
Benefit Explanation	0	21	36	23	80
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	3	2	0	5
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	1	5	1	7
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	0	16	41	30	87
Benefit Explanation	0	14	42	23	79
Appeals/Grievances	0	2	0	2	4
Billings/Claims	0	2	2	3	7
Fraud/Abuse	0	0	0	1	1
Coverage Changes/Disenrollment	0	8	13	3	24
Plan Non Renewal	0	0	3	3	6
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Asistance	0	0	0	0	0
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	0	1	2	2	5
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	0	23	58	23	104
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	2	2
Other	0	34	79	43	156
Other					
Employer/Federal Health Benefits (FEHB)	0	11	15	4	30
Military Benefits	0	1	4	1	6
COBRA	0	1	2	1	4
Mental Health Topics	0	6	4	3	13
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	0	6	5	7	18
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	0	53	119	38	210
Plan Comparison	0	45	93	29	167
Enrollment/Anrollment Assistance	0	30	65	13	108
Billings/Claims	0	0	1	2	3
Coverage Changes	0	2	7	2	11
Re-enrollment	0	3	2	0	5
Disenrollment	0	0	1	0	1
TROOP	0	0	5	0	5
Other	0	15	42	18	75
LIS / Extra Help					
Eligibility / Screening	0	52	91	32	175
Benefit Explanation	0	0	0	0	0
Application Assistance	0	32	52	15	99
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	0	1	1
Other Prescription Drug CoveragePlans					
Union/employer	0	5	13	2	20
PPARx	0	4	14	8	26
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	10	39	18	67
Other	0	5	5	2	12
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	3	9	3	15
Lag Time	0	0	1	0	1
Multiple Enrollment	0	0	2	0	2
Poor Training of Agents	0	0	2	0	2
Poor Training of CSR	0	0	1	0	1

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	1	0	1
Marketing Fraud/Abuse	0	0	3	0	3
Agent fraud/abuse	0	0	2	0	2
Formulary problems/changes	0	1	2	1	4
Dosage problem	0	0	0	0	0
Data problems	0	0	4	2	6
Delay in medications	0	0	4	0	4
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	4	1	5
Client reached donut hole	0	6	6	0	12
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	48	0	0	48
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	2	2
Part D Plan:	0	0	1	1	2
SMP:	0	0	0	1	1
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	1	0	1
Other:	0	1	10	2	13
TOTAL MEDICARE PART D COMPLAINTS	0	1	12	6	19

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	1	0	1
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	1	0	1

800 Medicare Line Issues

Total number of Calls with Issues	0	0	1	2	3
Total duration of calls	0.00	0.00	0.00	2.00	2.00